



DD Orientation and Competency Requirements

(Building Independence, Family & Individual Supports, and Community Living Waivers)

(March 6, 2020)

Fulfilling the **competency requirements** for providers in the Building Independence (BI), Family & Individual Supports (FIS), and Community Living (CL) Medicaid Waivers requires successful passing of a knowledge-based test located online for supervisors and in the “Orientation Manual for DSPs and Supervisors (July 2016)” for DSPs. Providers must also demonstrate and maintain DBHDS competencies related to the supports provided under these services. This orientation process establishes basic requirements for all DSPs and their supervisors of services as described in the chart below. Additional competencies related to medical, behavioral and/or autism supports are required in DBHDS-licensed services only when supporting individuals with the most intensive needs who are identified at Tier Four (as determined by the completed Supports Intensity Scale®). The manual containing the test and the competencies documents are available online at https://partnership.vcu.edu/DSP_orientation/index.html.

Each Direct Support Professional (DSP) and DSP supervisor completing the test and competencies must maintain the appropriate signed assurance, which is included within this document. The chart below outlines the testing and competency requirements for services provided under these waivers:

Testing, competencies, and assurances required for <u>ALL</u> providers of these services	
<ul style="list-style-type: none">• Agency-Directed Personal Assistance• Agency-Directed Companion• Agency-Directed Respite• Center-based Crisis Services• Community-based Crisis Services• Crisis Support Services• Community Engagement• Community Coaching• Group Day Services	<ul style="list-style-type: none">• Group Home Residential• Group Supported Employment• Independent Living• Individual Supported Employment• In-Home Support Services• Sponsored Residential• Supported Living Residential• Workplace Assistance

To assist in passing the test and meeting requirements, DBHDS has provided the “Orientation Manual for DSPs and Supervisors (July 2016).” It includes content that meets DBHDS requirements for training and contains practical suggestions designed to help staff discern their role and responsibilities as a provider of support to persons with developmental disabilities.

Orientation Manual content includes: the characteristics of developmental disabilities and Virginia’s DD Waivers, person-centeredness, positive behavioral supports, effective communication, DBHDS-identified health risks and the appropriate interventions, and best practices in the support of people with developmental disabilities.

Each chapter is designed to facilitate thoughtful discussion between DSPs and their supervisors. Because of this, the content should be presented in either 1:1 or small group sessions, followed by discussion with the direct supervisor and the testing of DSPs using the accompanying test. PowerPoint slides that complement the manual are available on at https://partnership.vcu.edu/DSP_orientation/index.html to assist Supervisors with training DSPs. If a DSP experiences difficulty with one or more sections of the test, the information should be re-presented and that section of the exam may be subsequently retaken.

Accessing Online Testing for Supervisors

Supervisors requiring the test can access training slides, complete the test, and obtain a certificate online through the Commonwealth of Virginia Learning Center (COVLC) at <http://www.dbhds.virginia.gov/assets/doc/DS/pd/5.-dbhds-external-entities-domain-guide.pdf>. Supervisors must retain the appropriate assurance and a copy of the COV certificate of completion during the provision of services under these waivers.

Supervisor-specific Responsibilities

Supervisors of direct support professionals should review the following information (and training slide content on supervisor’s responsibilities online through the DBHDS Knowledge Center) and must complete the attached “Supervisor Assurance” (dated 3.6.20).

*Why is training required?**

- So people get quality services
- To build skills and confidence
- To enhance the supervisor-DSP relationship.

*Required **before** providing services in the BI, FIS, or CL Waivers

What is the purpose of the Orientation Manual option for training?

- To outline the current values and best practices associated with providing Developmental Disability Waiver services and supports
- To provide DSPs and supervisors with practical tips on how to implement these values and better support individuals with developmental disabilities
- To prepare DSPs and supervisors, who come with varying degrees of experience, for the work ahead of them
- To promote person-centered service delivery

What are my responsibilities as a supervisor?

- To obtain a certificate through the DBHDS Knowledge Center and pass the Orientation Manual test online (with a total score of 80% or better)
- To complete a Supervisor Assurance that verifies the completion of the supervisor's training and confirms understanding of the requirements for training and ensuring the competencies of DSPs
- To have the agency Director or designee observe and document competence according to the instructions in the Direct Support Professional (DSP) and DSP Supervisor DD Waiver Orientation and Competencies Protocol dated March 6, 2020
- To ensure that each direct support professional, providing services has completed training and successfully passed the Orientation Manual test. Training must be completed, the test passed, and **competence with health and safety related supports observed and documented in the DSP and Supervisors Competencies Checklist for DSPs prior to providing these supports in the absence of paid staff who has demonstrated proficiency.**
- To ensure that each direct support professional, providing services is *proficient* with competencies as described in the March 6, 2020 Direct Support Professional (DSP) and DSP Supervisor DD Waiver Orientation and Competencies Protocol **within 180 day of hire**
- To schedule a time to meet with DSPs once they have received training, to talk about the specific topics
- To be prepared to answer questions and explain how principles and values are supported by your agency and the work they will be doing
- To ensure that all DSPs pass the test before providing services, each DSP must achieve at least a total of 80% of the test items correct. The DSP may take and pass the chapter tests all at once or one at a time as the chapter content is presented
- To meet competencies as required by DBHDS and observe and document DSP demonstration of competence with health and safety supports before providing reimbursable supports and then proficiency with all competencies within 180 days of hire and reconfirmed at least annually

Additional information about tests, assurances, and competencies

- DSPs and DSP Supervisors who come to your agency from another agency and

have documentation of having completed training and passed the 2016 Orientation Manual Test there do not have to be retrained, although you should still discuss the values and concepts as they pertain to your agency's policies with your new employee. Ensure that you receive a copy of the DSP completed test (for DSPs), the certificate for supervisors (for supervisors), and the signed assurance(s) and keep on file.

- Competencies where required must be confirmed and reconfirmed as described the March 6, 2020 Direct Support Professional (DSP) and DSP Supervisor DD Waiver Orientation and Competencies Protocol.

Documents needing to be maintained for review

Role	Documentation needed
Supervisors of Direct Support Professionals	<p>Online certificate from the DBHDS Commonwealth of Virginia Learning Center (COVLC); Supervisor Assurance (DMAS P245a); DSP and Supervisor’s Competencies Checklist (DMAS P241a);</p> <p><u>In DBHDS-licensed services only:</u> When supporting individuals at SIS© Tier Four the appropriate additional competencies checklist(s): the DBHDS Behavioral Support Competencies Checklist (DMAS P240a), the Virginia Autism Council’s Autism Skill Competencies Tracker (DMAS P201), and/or the DBHDS Health Competencies Checklist (DMAS P244a).</p>
Direct Support Professionals	<p>Copy of completed Orientation Manual Test; Direct Support Professional Assurance (DMAS P242a); DSP and Supervisor’s Competencies Checklist (DMAS P241a)</p> <p><u>In DBHDS-licensed services only:</u> When supporting individuals at SIS© Tier Four the appropriate additional competencies checklist(s): the DBHDS Behavioral Support Competencies Checklist (DMAS P240a), the Virginia Autism Council’s Autism Skill Competencies Tracker (DMAS P201), and/or the DBHDS Health Competencies Checklist (DMAS P244a).</p>

NOTE: Failure to train direct support professionals and have the proper documentation for yourself and/or direct support professionals may result in financial retractions from DMAS.

ASSURANCES

Supervisor Assurance

[To confirm successful completion of training, testing and competency requirements for the DD Waivers]

I, _____ (print), recognize that, as a condition of providing services or consultation under the BI, FIS and CL Waivers, the following requirements must be met. I hereby assure that, as supervisor of these services, the following events have occurred as described.

- 1) I have reviewed the required training topics (including the characteristics of developmental disabilities and Virginia’s DD Waivers, person-centeredness, positive behavioral supports, effective communication, DBHDS-identified health risks and the appropriate interventions, and best practices in the support of individuals with developmental disabilities) and completed the DBHDS online training for supervisors, which details the supervisors’ responsibilities for ensuring DSP training, testing and competency requirements of the BI, FIS and CL waivers.
- 2) I have obtained a supervisor’s training certificate through the DBHDS Knowledge Center and passed the Orientation Manual test (with a total score of 80% or better).
- 3) I [*or a certified trainer*] will ensure that DSPs who will be providing services have received training in the characteristics of developmental disabilities and Virginia’s DD Waivers, person-centeredness, positive behavioral supports, effective communication, DBHDS-identified health risks and the appropriate interventions, and best practices in the support of individuals with developmental disabilities and have passed the Orientation Manual Test (with a total score of 80% or better).
- 4) I will complete a DBHDS competency checklist(s) that are maintained in agreement with DBHDS requirements including annual updates and the program director’s (or designee’s) signature to include the DSP and Supervisor’s Competencies Checklist (DMAS P241a) and **if working in a DBHDS-licensed service the appropriate additional competencies checklist(s) when supporting individuals at Tier Four based on their completed Supports intensity Scale©.**
- 5) When using the “Orientation Manual for DSPs and Supervisors (July 2016),” I agree NOT to give the manual to DSPs as a self-study tool, but rather to meet with them individually or in small groups to review the content and dialogue about it. I will meet with DSPs who utilize the on-line orientation training for DPSs to facilitate their further understanding of the material and answer questions.

Supervisor’s Signature

Date

Director/Manager’s Signature (Optional)

Date

Agency Name and Address

Please keep this assurance, your training certificate, and competency checklist(s) on file for viewing during a DBHDS Licensing and DMAS Quality Management Review.

Direct Support Professional Assurance

[To confirm successful completion of testing and competency requirements for the DD Waivers]

I, _____ (print) recognize that, as a condition of providing direct support under the BI, FIS and or CL Waivers, the following requirements must be met. I hereby assure that, as a direct support professional delivering one or more of these services, the following events have occurred as described:

- 1) I have received instruction in the characteristics of developmental disabilities and Virginia's DD Waivers, person-centeredness, positive behavioral supports, effective communication, DBHDS-identified health risks and the appropriate interventions, and best practices in the support of individuals with developmental disabilities.
- 2) I have taken and passed (with a total score of 80% or better) the "*Orientation Manual Test.*"
- 3) I will complete a DBHDS competency checklist (DMAS P241a) that is maintained in agreement with DBHDS requirements including annual updates and my Supervisor's signature and **if working in a DBHDS-licensed service the appropriate additional competencies checklist(s) when supporting individuals at Tier Four based on their completed Supports Intensity Scale®.**
- 4) The above events occurred prior to my providing direct reimbursable support services under the BI, FIS, or CL Waivers.

My signature and date below indicate the date I passed the "DSP Orientation Test."

Direct Support Professional's Signature

Date

Supervisor's Signature

Date

Trainer's Signature (if applicable)

Date

Agency Name

Agency Address

Please keep this assurance and a copy of the scored test on file for viewing during a DMAS Quality Management Review. Keep a copy for your own records.